

# Comparisons of Job Characteristics

**Focus Occupation:** [First-Line Supervisors of Retail Sales Workers \(41-1011\)](#)

**Associated Occupation:** [Customer Service Representatives \(43-4051\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 73

**Focus Occupation:** First-Line Supervisors of Retail Sales Workers (41-1011)

**Associated Occupation:** Customer Service Representatives (43-4051)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	15.2	18.9	>> Current knowledge level is likely more than sufficient
Clerical	7.3	12.2	8.4	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 83

**Focus Occupation:** First-Line Supervisors of Retail Sales Workers (41-1011)

**Associated Occupation:** Customer Service Representatives (43-4051)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	12.6	11.0	< A higher skill level may be required
Service Orientation	7.9	11.6	10.8	0 Current skill level may be sufficient
Persuasion	7.4	10.6	10.1	0 Current skill level may be sufficient
Negotiation	6.8	9.0	9.9	> Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 88

**Focus Occupation:** First-Line Supervisors of Retail Sales Workers (41-1011)

**Associated Occupation:** Customer Service Representatives (43-4051)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	13.3	12.6	0	Current ability level may be sufficient
Oral Comprehension	12.5	13.1	12.3	0	Current ability level may be sufficient
Speech Clarity	10.2	11.8	10.7	<	Some improvement in abilities may be required
Speech Recognition	9.9	11.8	11.5	0	Current ability level may be sufficient
Written Expression	9.8	11.0	9.4	<	Some improvement in abilities may be required
Written Comprehension	11.0	10.8	9.1	<	Some improvement in abilities may be required
Near Vision	11.1	10.3	10.1	0	Current ability level may be sufficient
Problem Sensitivity	11.1	10.0	10.7	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 67

**Focus Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)**  
**Associated Occupation: Customer Service Representatives (43-4051)**

Work Activities	Exclusivity of Activity
Conduct training for personnel	30
Examine products or work to verify conformance to specifications	15
Prepare reports	8
Provide customer service	14
Resolve customer or public complaints	54
Use knowledge of written communication in sales work	69

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 60

**Focus Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)**  
**Associated Occupation: Customer Service Representatives (43-4051)**

Tools and Technologies	Exclusivity
Audio and visual equipment	4
Business function specific software	1
Calculating machines and accessories	3
Computer data input devices	2
Computer printers	2
Computers	1

Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.